

## ScotiaMocatta Precious Metals eStore: Quick Facts

- Hours:
  - 8 a.m. – 12:00 a.m. EST Monday through Thursday
  - 8 a.m. – 5:00 p.m. EST on Friday
- Availability: Only available in Canada
- Daily Purchase Limit: \$9,500 CDN (subject to change based on market volatility)
- Identity Verification: Electronic verification process with Equifax
  - If verification is not successful, please contact Equifax at:
    - Call: 1-800-465-7166, or
    - Fax: 1-514-355-8502 or
    - Mail: Equifax Canada Inc, P.O. Box 190, Jean Talon Station, Montreal, QC H1S 2Z2.
  - Customers can call our Support Desk at 1-866-734-7100 for assistance
- Registration:
  - Existing Scotiabank customers can call 1-866-734-7100 and identify themselves as Scotiabank customer to complete their registration after setting up the eStore profile
- Delivery:
  - Only to Canadian residents and Canadian home addresses as provided during the registration process
  - No delivery to business addresses or P.O. Boxes
- Payment:
  - Canadian Visa, Mastercard, American Express and Interac Online Payments are accepted
  - Visa and Mastercard need to be enrolled with VBV and Securecode respectively
  - Visa, Mastercard and American Express credit cards need to be registered to the same address as provided on your eStore profile
- Transaction: time sensitive and needs to be completed end to end in 4 minutes

For further information, please visit our Frequently Asked Questions page:  
<http://www.scotiamocatta.com/eStore/FAQ.htm>